WHAT IS CLAIMED IS:

1. An integrated inbound and outbound voice service system comprising:

a first system for generating markup documents;

a call server comprising:

a storage device for storing the markup documents;

a call builder operative to initialize a voice-enabled communication using the markup documents; and,

a call receiver operative to accept an inbound voice-enabled communication;

10 wherein the call builder is operative to control voice-enabled communications using the markup documents.

2. The voice service system of claim 1 wherein the call server further comprises an authentication module operative to authenticate an inbound voice-enabled

15 communication.

3. The voice service system of claim 1 wherein the call server further comprises:

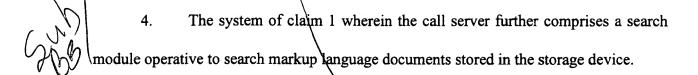a parser operative to extract text from the markup language documents;

20 and,

a text-to-speech engine for converting the extracted text into speech.

4.   The system of claim 1 wherein the call server further comprises a search module operative to search markup language documents stored in the storage device.

5.   The system of claim 4 wherein the search module comprises an SQL engine operative to query the storage device.

6.   The system of claim 1 wherein the storage device comprises a relational database.

7.   The system of claim 1 wherein the markup language documents comprise TML documents.

8.   The system of claim 1 wherein the markup language documents comprise active voice pages.

9.   The system of claim 1 wherein the markup language documents comprise information accessed from an on-line analytical processing system.

10.   A method for providing integrated inbound and outbound voice services comprising the steps of:

generating markup documents;

storing the markup documents;

initializing outbound voice-enabled communications using the markup documents;

5   accepting inbound voice-enabled communications; and,

controlling the voice-enabled communications using the markup documents.

11.   The method of claim 10 further comprising the step of authenticating

10   inbound voice-enabled communications.

12.   The method of claim 10 wherein the step of controlling comprises:

extracting text from the markup language documents; and,

converting the extracted text into speech.

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13.   The method of claim 10 further comprising the step of searching the markup language documents stored in the storage device for inbound voice-enabled communications.

20   14.   The method of claim 13 wherein the step of searching comprises generating SQL statements to search for particular markup language documents.

15.   The method of claim 10 wherein the step of storing comprises storing the markup language documents in a relational database.

5   16.   The method of claim 10 wherein the markup language documents comprise TML documents.

17.   The method of claim 10 wherein the markup language documents comprise active voice pages.

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18.   The method of claim 10 wherein the markup language documents comprise information accessed from an on-line analytical processing system.